11 Training Groups - 7 to 9 days per group

TRAINING SCHEDULE

WEEK #1:

Day 1 - ROU

Sign Vehicle Agreement
General Guidelines
Dress Code
Voice Mail/Phone Numbers
Employee Handbook (General Information, Company Vehicle)
Safe Driving Program/Parking Violations
Vehicle Loading
Retail Rep Training Vol. #1, Metro Smart Tapes

Day 2 - ROU

Organization Chart
Labor Reporting
Expense and Payroll Reports
ROU Function/Support
Retail Rep Training Vol. #1 Continued
Metro Smart Tapes Continued
Employee Handbook Continued (Employee Practices, Business Conduct, Ads & Promo Code, Employee Receipt)
Product Knowledge/Brand
History
Shelf Life
Competitive Brands/Comparative Brands
Distribution Network - W/S - Consumer
RJR Brands - Build Label Books
Monarch Gun
Tools & Supplies
Workplan

Send Completed Notes to K.P.

Days 3, 4 & 5

Work with Mentor on the Trade
Meet Mentor at Division Office
Mentor makes all calls
Low Impact Calls
Limited number of Contract Calls

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Source: https://www.industrydocuments.ucsf.edu/docs/prcp0000

TRAINING SCHEDULE

WEEK #2:

Day 1 - ROU

Poqet Training/Draft Procedure

Days 2, 3 & 4

Work With Mentor
Meet Mentor at Division Office
Insure Download was completed
Alternate making calls

Day 5

ROU
Contracts
Competitive Contracts
Standards/Competitive Removal
Complete EPR for 1st Period
Volume 2 Retail Rep Guide

WEEK #3:

Days 1, 2 & 3 Field

Mentor works with Retail Rep (work with Retail Manager)

Day 4 - ROU

Diversity and Preventing Sexual Harassment

Day 5 Field

Work with Retail Manager
Propose T/A of Retail Rep

WEEK #4:

Days 1, 2 3 & 4

Retail Rep works alone

Day 5

Flexible/Alone or with a Mentor

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Source: https://www.industrydocuments.ucsf.edu/docs/prcp0000

TRAINING SCHEDULE

WEEK #5:

Day 1

Attitude Workshop

Days 2, 3 & 4

Retail Rep Alone

Day 5

Final Exam - AM

Trade - PM

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Source: https://www.industrydocuments.ucsf.edu/docs/prcp0000

MENTOR GUIDE

WEEK #1:

Day 1

AM: Teach steps of making a retail call
PM: Allow RR/TR* to make alternative calls

Day 2

AM: Have RR make calls all morning
PM: TR demonstrates making calls and alternates making calls

Day 3

Have RR make calls all day - review each call in vehicle after call is made

WEEK #2:

Days 2 & 3

Review Poqet Training - Draft writing - Coupon Printing

Day 4

Contact contract calls only. Demonstrate compliance

WEEK #3:

Days 1 & 2

Concentrate on contract calls - have RR make all calls you observe and review

WEEK #5:

Conduct a T/A with RR for 2 days work from WEEK #4, when RR worked alone.

WEEK #6:

Day 1

Review: Price Gap, Ceiling Strategy and Salem Matching

Day 2

Review Work Plan, Contract Issues & Vehicle Loading

Day 3

Review Administration and Communication

*TR= Training Rep

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Source: https://www.industrydocuments.ucsf.edu/docs/prcp0000